

DATE: 9/27/2023 3:30 PM

LOCATION: Advanced Learning Library, 711 W. 2nd, Wichita

Homelessness Taskforce Meeting Agenda

Attendance: Councilwoman Maggie Ballard, Jan Jarman, Tracey Gay, Erica Davis, Cole Schnieders, Denise Lawson, Richard Patterson, Roger Dickinson, Commissioner Ryan Baty, Dawn Shepler, Tim Kaufman, Jason Gregory, JV Johnston, Angie Elliot, Misty Bruckner, Vera Bothner

3:30 Welcome – Comm. Ryan Baty / Councilwoman Maggie Ballard / James Roberts

- Welcome – we are in the transition into hard work from brainstorming – this is when the attention to detail matters most – we are developing 6-month plans. People need us to dig in, take this work seriously, and find solutions. They need us to deliver.
- This community – we deserve solutions for this. This community deserves opportunities because what is happening in this community is unacceptable – because these are people, human beings. This group will find those solutions.
- At Atwater Community center a month ago, an individual here laid out an 8 point plan with her presentation: “Advocacy for the Homeless” She is an example of how many people in the community care about the unhoused. Tonia is here today to take part in this effort.
- Thank you all for taking part in this work. This meeting is about presenting a draft of the first phase – a 6-month plan. Some of the ideas proposed will stick, some will be revised. But we’re hear to present plans that take action and provide a framework for a comprehensive community-wide plan.

3:40 Subgroup Presentation – Community Engagement: Kent Miracle

- How much faster can you read than I can speak? You can read 7 times faster than I can speak. I am going to read some things before they are revealed – which is why we are doing this.
- The first thing we did was change our name from Community Education to Community Engagement – it fit better. (Reading from presentation)
 - Problem Statement:
 - Who should be defined as primary audiences and what information/outcomes from these audiences will be needed to achieve the best return on investment in support of overall plan and ultimate goal of functional zero?
- The reason why we have to identify a primary audience is because if we are everything to everyone then we are nothing to no one. We honed in. (Reading from presentation)
 - Goal Statement:
 - Engage the caring community in understanding how to successfully deploy and redirect relief to provide services and actions that will reduce the amount of time someone is homeless
- In bold “caring community” – organizations, like churches, who hand out things like water. They have their hearts in the right place, but is it helping? It’s a bandaid. We need to persuade them. “you’re doing great, want to do better?” To redirect them and they can

draw the conclusion on their own. We saw this with the catastrophe in Maui or in other states of emergency. (Reading from presentation)

- Next 6 Months:
 - Develop a consistent Terminology Glossary/Messaging
 - Distribute for consistent use among Task Force members and across private and public organizations and stakeholders
 - Audience research (The Caring Community)
 - Identify and develop a qualitative research process to carefully listen to groups and organizations to better understand motivations, desired outcomes, etc.
 - Analyze research to determine best engagement path forward.
 - Initiate communications plan (message, media, budget)
- We need consistency with our terms – on the same page, but sound different. We are adapting qualitative research – this is in its infancy. We will initiate a communications plan based on that. (Reading from presentation)
- Meanwhile, We Need:
 - Clarity on what is working to achieve functional zero
 - What does the community gain (who benefits), and why does it need to happen?
- We have to be able to communicate to the caring community what is working and how they can be a part of that. This will diffuse apprehension. We are reintroducing why we are doing what we are doing. The subgroup owns this. (Reading from presentation)
- Implementation:
 - Develop glossary/messaging
 - Develop an audience research and analysis process
 - Work with Task Force to implement audience research
- Next Steps:
 - Questions/input on six-month goals
 - Additional discussions with Project Hope planning
 - Ongoing alignment with overall plan
 - Development of 18-month action steps

3:50 Subgroup Presentation – Provider Coordination: Steve Dixon, Matt Lowe

- Starting with the current state and where we are (Reading from presentation)
 - Problem Statement:
 - The quality and continuity of services provided across the community are affected by both the level of coordination across peer and complimentary efforts, as well as unanticipated changes to the system. Establishing a shared vision of success and implementing collaborative processes is essential to sustaining outcomes and addressing short-term challenges.
- We have a lot of people working in this space, but we need coordinated efforts. (Reading from presentation)
 - Future Vision:
 - A simple, flexible system of coordinated care and service that meets people at their level of need
 - When people engage the network of service and providers, they are met with available resources, a warm hand off, and the personnel necessary to navigate the path to housing and necessary services
 - Greater communication among providers and coordinated knowledge and information

- This is what we would like to see in the next 6 months. Not everyone who is unhoused is in the same space in life – they have different issues going on – MH, SA, etc. We need to meet them where they are, rather than a single solution. We are looking at how we work together to make these processes easy to navigate when in crisis. Its not simple for when you don't have resources. How can we have warm handoffs to make things effective and efficient?
- Matt Lowe: (Reading from presentation)
 - 6 Month Action Items:
 - Define and Inventory the network of navigators
 - Subgroup will lead the definition
 - Focus is on housing navigation – not specializations
 - Identifying what capacity is and where need is
 - Potential for establishing a “navigator network”
- Homelessness is a community problem that requires a community solution. We discovered that if no one owns the responsibility of helping someone get services or get housing, it won't get done – even if we are all getting together. We need to look at who can work across programs. Who are those people? What is their bandwidth? We want to stay with them to ensure they are stable. Housing navigators have been proven to work, we have seen that happen. (Reading from presentation)
 - 6 Month Action Items:
 - Focus on coordinating and improving HMIS
 - Outreach to stakeholders – “why” it matters for the community to adopt and use HMIS effectively
 - Establishing best practices
 - Training and education where necessary / requested.

4:00 Subgroup Presentation – Emergency Services: Kristin Peterman

- This is my first HTF meeting and I work at DCF. This group was about Emergency Services. (Reading from presentation)
 - Problem Statement:
 - People facing homelessness will intersect with any number of emergency services across jurisdictions. Changes in tactical and philosophical approach to serving homeless populations have varied while objectives can be unclear. A coordinated effort with shared objective offers the potential to align services and learn and adjust effectively.
- We talked about the responses from EMS, the fire department, and their challenges. What do you do after that? How do we have more of a coordinated effort to meet their (the individuals) needs better? (Read from presentation)
 - Future Vision:
 - Create a coordinated emergency and public safety response through active partnerships with providers and residents to keep people and property safe
- You might see a lot of overlap with Provider Coordination and how we meet the vision they had. We have so many people working in this field, but they don't always know where to send people. They have to go through a whole list. Even I don't know the ins and outs of all the programs available. (Read from presentation)
 - 6 Month Action Items:
 - Create a resource guide / connection to case management for emergency response

- Emphasis on improved utility of 211 and further use of 988
 - After hours a priority
 - Training materials identified and provided for business community and community at large
 - online training is available – first source are existing quality materials
 - coordinate distribution and access to stakeholders
 - establish a platform for distribution – and measurement
 - Review & updates to Mental Health Court
 - information gathering / analysis
 - best practice review
 - recommendations made
- We talked about United Way 211. There is a lot of grey areas within that. How do we beef up that resource guide for WPD and WFD to use. So there is a clear path. We also want to embed case management into services. So that when a situation is regarded as safe, someone can help after that. There is also a lot surrounding the business community – trainings. How do you distribute that and measure its effectiveness? We also talked about Mental Health Court, which isn't widely used, which might be in part because of the name.

4:10 Subgroup Presentation – Housing: Commissioner Ryan Baty

- There are a variety of factors affecting the unhoused population. We have to take into account DV, eviction, loss of affordable housing. This is a very complex subgroup. (Read from presentation)
 - Problem Statement:
 - The community confronts a critical reality: There is not enough inventory of affordable, quality, housing to support the spectrum from unsheltered to stable housing across the community. The challenge, immediately, is how best to align available resources with a clearer understanding of the need that exists.
- Listen to the adjectives of affordable, quality housing. How do we best align the need with the resources. (Read from presentation)
 - Future Vision:
 - A robust inventory that meets the varied needs of persons affected by housing insecurity or homelessness
 - Varied level of need addressed – from fully supported services to greater affordability and accessibility for renters
 - A model for affordable housing development. Maximizing financial opportunities through available methods
- The housing insecurity is key piece we need to get into in the Q and A. The challenges here are obvious. This will take a community, collaborative effort. Legitimate and Intentional. What does it look like to engage our local banks? How are they utilizing their CRA funds? We are going to go to our banks and discuss what they can do to collaborate. We need the private sector.
 - Policy:
 - State
 - Drafted legislation affirming housing and homelessness prevention efforts
 - Roundtable convened - State legislative outreach, information sharing

- Local
 - Review of incentives: Both existing and potential incentive opportunity - to include landlord and/or development incentives. A focus on aligning proposed projects and the State established matrix for tax credits
 - Develop a case study to inform opportunities and needs in development – Review of recent development projects and engage / assess what would have made affordable housing feasible
- We need legislators in this conversation. The state has taken efforts, but many conversations have been about the rural community rather than urban. Its one thing to give them a document, its another thing to bring them in an build a relationship about the issue. They need to hear lived experience. They need to become invested. We don't have to reinvent the wheel in the area of incentives. We can glean from other programs. We are making progress, but we need state and local government involved. We are lacking in data and don't know how to quantify the need of housing. We need to know what we are aiming for. (Read from presentation)
 - Property Managers:
 - Outreach, expanding existing network of landlords / property owners who receive information regarding housing efforts
 - Convene a roundtable of landlords / property owners to exchange information, educate on opportunities, needs, and explore options related to restrictive approval processes
 - Service provider relationships - Engage and strengthen the relationships and knowledge shared between landlords / property owners
 - Inventory:
 - Housing - Start to better define the types of housing needed and get a clearer picture of what inventory looks like across 'spectrum' of housing need
 - Service needs - Gather information on what services related to housing are in most need, where deficiencies are, and how that aligns with inventory shortages across 'spectrum' of housing need
- We have housing vouchers, but not landlords who will work with it. We need to engage them on that level and invite them to the table. The surrounding communities are also experiencing these issues. We need to collaborate to make sure people get housed.

4:20 **BREAK**

4:25 **Subgroup Feedback**

- Those persons in attendance at the meeting were encouraged to move between stations set up in separate parts of the rooms. Representatives from each subgroup recorded notes, feedback, comments and questions regarding the first draft / 6-month plans. The notes recorded at each subgroup station are below:
- **Community Engagement**
 - *Good change (from education to engagement)*
 - *Within other subgroups, messaging roll into this group? Or do they do their own?*
 - *Overlap in subgroups – stakeholders*
 - *Work without duplicating efforts to same stakeholders*
 - *How to create ongoing education for each subgroup – tie into all together, i.e. housing, landlord, community*
 - *Overarching*
 - *One-stop website – information*

- *Centralized location/website? i.e. 211 for this effort*
- *Understand breath of issue – i.e. human trafficking*
- *Resource fairs – engagement/info/location*
- *Downtown – engage people/businesses – chamber, scrambler, info*
- *Tied into emergency services group*
- *Community listening sessions/launch*
- **Emergency Services**
 - *Human trafficking*
 - *Raid – jail/homeless shelter*
 - *What is a safe place*
 - *After hours*
 - *Case management, hand-off/assessment*
 - *Connection to housing*
 - *Resource Simplification*
 - *How to overcome fear – 988, safe place to call*
 - *Audio Recording description – human connection*
 - *Training for emergency services*
 - *Officer information*
 - *Simplify*
 - *Business – beyond an individual to a business*
 - *Onboarding*
 - *Listen to your concern*
 - *What we can share now*
 - *Add homeless information to MASA distribution*
 - *Option 0 vetted yet*
 - *Chamber partner in distributing*
 - *Add dispatch into conversations*
 - *Housing insecurity information to employers in distributing*
- **Provider Coordination**
 - *Collaboration*
 - *Define network of navigators*
 - *Need best practices – HMIS example*
 - *Case manager title*
 - *Navigators not tied to only one nonprofit*
 - *Not specialized*
 - *Lifetime sex offender tag/designation?*
 - *Expand HMIS access? – training on MOUs/access*
 - *Providers have proximity (COW MAC)*
 - *Must have common language/glossary*
 - *Thorough navigator training*
 - *What does each group do/specialize? – fundamentals*
 - *Engage all interested nonprofits*
 - *Don't forget human trafficking*
 - *Leadership/board of directors – buy in necessary*
 - *What about those that don't "qualify"? – nondisabled, no substance abuse, no disabling conditions, etc.*
 - *Set expectations and boundaries through/cross organizations*
 - *Formalize MOUs between organizations*
 - *Succession planning – warm hand-off when people leave/change jobs*

- *Unified resource manual – who owns it?*

- **Housing**

- *Addressing stereotypes*
- *Housing case management*
- *Application/outreach process*
- *Transition from case managers*
 - *Into housing –> continued*
- *Tiny homes*
- *Zoning*
- *Application fees – prohibitive*
- *Restrictions*
 - *Criminal background*
 - *Credit*
 - *Income requirements*
- *Can landlord/owner risk be mitigated*
- *Home building innovation*
- *Building codes*
- *Empty lot/infill*
- *Realtor involvement – can this be a data source?*
 - *Associations?*
- *Land bank*
- *Red tape – housing vouchers*
- *Group homes – zoning*
- *Mixed income development*
- *Community wide/neighborhood development*
- *Abandoned properties – data available*
 - *Single family*
 - *Apartments*
 - *Group homes*
- *Inventory*
- *How to engage property owners who are hesitant?*
- *Identify those active participants*
 - *Educate/re-educate*
- *How do we monitor/evaluate “quality”*
- *Property inventory/relationships*

4:50 Next Steps – James Roberts

- Thank you all for taking part in these conversations.
- Those participating in the subgroups, or wish to participate, we will meet again – shooting for Oct meeting and Nov meetings.
- Efforts in the past have realized we need sustaining funding – that subgroup will also meet.
- Toward the end of the year we will look at 18 month plan.
- We also have another event on Oct 19th. Julia is a renowned specialist, and she will be there to talk through this plan – to use her knowledge.
- Our final meeting of the HTF will be in early December – TBD on time and date and location. If you have questions let us know.

Adjourn (5:00pm)

